

# CAO Land Use

VCC, HDLC, EMD, CPC, CEHB, SP

## Six Month Check-In

City of New Orleans

November 7, 2018



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# **I. One Stop/Safety & Permits -- Alcohol Beverage Outlets Application Processing and Issuance**

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# I. Alcohol Beverage Outlets Application Processing and Issuance

## Status Quo

- Since March of 2013, residents have been able to file business license applications and pay online via [onestopapp.nola.gov](http://onestopapp.nola.gov). Unfortunately, since the fall of 2013, the Bureau of Revenue has had to perform redundant data entry as staff manually entered data printed from one system into another to create taxpayer accounts.
- Additionally, much confusion remained for applicants seeking to open a business that sells alcohol, as partial information would be entered into each system, but the code required the Bureau of Revenue to issue the permit. This created considerable misunderstandings for corporate residents. Further, lag times in One Stop balancing warrants caused the Department of Finance to run behind on monthly account settlements. On a daily basis, customers were routed between the 1st and 7th floors as confusion between RCS and LAMA information caused staff to assume the other agency had not yet approved.



# I. Alcohol Beverage Outlets Application Processing and Issuance

## Scope

- In April of 2018, the City Council approved changes to the City Code to make the Department of Safety and Permits the point of intake and issuance for Alcohol Beverage Outlet Applications, with an effective date of August 27, 2018. Applications have been redesigned and simplified to ensure that consistent information is given to both the City and the State ATC. Processes for application and review were refined, and programmed. Software integration is currently underway to eliminate redundant data entry and free up more staff time in Revenue for Enforcement.



# I. Alcohol Beverage Outlets Application Processing and Issuance

## Improvement/Why It Matters

- Increased reliability and consistency in responding to resident questions
- Greater transparency to the public
- More direct interaction with penalties and adjudications for nuisance operators

The public frequently requests business licensing-related data for the purposes of determining market saturation in a given area or the feasibility of a particular development. This data is now becoming open to the public in a format consistent with other business license applications, and productivity for enforcement is expected to increase after the software integration is complete.




## II. Bike Registration

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## II. Bike Registration

### Status Quo



After frustrating news around bicycle ticketing and registration this summer, in addition to concerns about scooter companies dropping unpermitted equipment on City Property, the administration worked with the City Council to make changes to outdated laws that made administrative functions police duties.





## II. Bike Registration

### Scope

In August and September of 2018, legislation was passed to modify Chapter 146 of the City Code to allow for the Department of Safety and Permits, rather than only the NOPD, to remove any unsecured (unchained) abandoned small vehicle from public property if it is causing an obstruction. The primary purpose of this change was to ensure that valuable police time would not be wasted picking up abandoned, app-based small vehicles such as scooters.

Realizing this could result in the removal personal property, and wanting to ensure that residents are able to have personally owned scooters and bikes returned, and to avoid unnecessarily punitive ticketing, Chapter 154 was revised to move small vehicle registration into the Department of Safety and Permits and to make it voluntary.

The Department of Safety and Permits is preparing to roll out a new voluntary registration program at the beginning of 2019, and is currently recruiting businesses involved in small vehicle sales, servicing and repairs to function as satellite stations that would attach serialized stickers and connect residents to contact information and photos via an app.



## II. Bike Registration

### Improvement/Why It Matters

With street conditions causing issues throughout the city and growing bicycle lanes, it is critical that the right of ways do not become further obstructed for cyclists, drivers or pedestrians.

By empowering a department other than the New Orleans Police Department to remove abandoned, small vehicles, and having the same department administer a voluntary registration program, the City will be better able to serve residents should their bikes be stolen, moved or misplaced.

The new program includes proactively notifying residents if the City relocates abandoned vehicles.

The City recognizes that bikes are the primary mode of transportation for some residents, and the City wants to provide residents with the opportunity to register and protect these assets without mandating registration and the dedication of police resources to this issue.



## **III. Safety & Permits/One-Stop Shop Additional Wins**

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# Safety & Permits/One-Stop Shop Additional Wins

## PERMITS ISSUED since May 7, 2018

### Number of Permits Issued since 5/7/18

Count of PrmtID Row Labels	Column Labels		
	Commercial	Residential	Grand Total
New Construction	30	375	405
Substantial Improvement	81	479	560
<b>Grand Total</b>	<b>111</b>	<b>854</b>	<b>965</b>

### Construction Value of Permits Issued since 5/7/18

Construction Value Row Labels	Column Labels		
	Commercial	Residential	Grand Total
New Construction	\$80,345,585.00	\$171,092,446.00	\$251,438,031.00
Substantial Improvement	\$49,364,416.00	\$323,510,837.00	\$372,875,253.00
<b>Grand Total</b>	<b>\$129,710,001.00</b>	<b>\$494,603,283.00</b>	<b>\$624,313,284.00</b>



Classification	ProposedUseCategory	ProposedUseIndustry	Count of NumString	Sum of ConstructionVal
Business	Retail	Retail	64	\$17,133,085.00
		Services	16	\$2,546,511.00
	Temporary	Pending Commercial Occupancy	25	\$1,610,315.00
		Professional Services	83	\$46,272,831.00
		Supportive Services	3	\$2,451,119.00
		Temporary	190	\$2,827,187.00
Business Total			381	\$72,841,048.00
Education & Institutional	Institutional	Education	24	\$29,892,199.00
		Institutional	1	\$167,300.00
		Medical	6	\$34,555,318.00
		Non-Profit	4	\$4,292,911.00
		Recreation	2	\$15,918,358.00
		Religious	5	\$488,180.00
		Sports	2	\$1,058,706.00
Education & Institutional Total			44	\$86,372,972.00
Hospitality & Entertainment	Entertainment	Gaming	1	\$22,900.00
		Venue	6	\$2,205,735.00
	Hospitality	Accommodation	30	\$19,622,504.00
		Food/Beverage	87	\$12,135,701.00
Hospitality & Entertainment Total			124	\$33,986,840.00
Infrastructure & Industry	Industrial	Energy	1	\$1,091,519.00
		Manufacturing	2	\$373,646.00
		Storage	11	\$6,193,327.00
	Infrastructure	Communications	45	\$818,000.00
		Government	10	\$8,642,125.00
		Transportation	1	\$1,500.00
Infrastructure & Industry Total			70	\$17,120,117.00
Residential	Residential	Accessory Structure	83	\$1,807,452.00
		Mixed Use	49	\$291,773,985.00
		Multi-Family	122	\$97,814,081.00
		Residential	218	\$44,864,882.00
		Single Family	1630	\$125,332,465.00
		Two Family	366	\$24,038,144.00
Residential Total			2468	\$585,631,009.00
Grand Total			3087	\$795,951,986.00



# Safety & Permits/One-Stop Shop Additional Wins

## PERMITS ISSUED since August 5, 2018

### Number of Permits Issued since 8/5/18

Permit Type	Commercial	Residential	Grand Total
New Construction	13	180	193
Substantial Improvement	41	254	295
<b>Grand Total</b>	<b>54</b>	<b>434</b>	<b>488</b>

### Construction Value of Permits Issued since 8/5/18

Permit Type	Commercial	Residential	Grand Total
New Construction	\$53,769,073.00	\$62,593,128.00	\$116,362,201.00
Substantial Improvement	\$17,128,914.00	\$297,385,878.00	\$314,514,792.00
<b>Grand Total</b>	<b>\$70,897,987.00</b>	<b>\$359,979,006.00</b>	<b>\$430,876,993.00</b>



Classification	ProposedUseCategory	ProposedUseIndustry	Count of NumString	Sum of ConstructionVal
Business	Retail	Retail	35	\$8,998,417.00
		Non-Professional		
	Services	Services	8	\$901,400.00
		Pending Commercial		
		Occupancy	13	\$391,105.00
		Professional Services	41	\$8,927,868.00
		Supportive Services	1	\$3,500.00
Temporary	Temporary	129	\$2,014,158.00	
Business Total			227	\$21,236,448.00
Education & Institutional	Institutional	Education	7	\$17,556,838.00
		Medical	2	\$20,010,000.00
		Non-Profit	3	\$4,092,911.00
		Religious	1	\$274,730.00
		Sports	1	\$611,000.00
Education & Institutional Total			14	\$42,545,479.00
Hospitality & Entertainment	Entertainment Hospitality	Venue	2	\$149,250.00
		Accommodation	13	\$5,903,029.00
		Food/Beverage	40	\$6,326,238.00
Hospitality & Entertainment Total			55	\$12,378,517.00
Infrastructure & Industry	Industrial	Energy	1	\$1,091,519.00
		Storage	8	\$4,685,765.00
	Infrastructure	Communications	20	\$340,000.00
		Government	4	\$6,679,184.00
		Transportation	1	\$1,500.00
Infrastructure & Industry Total			34	\$12,797,968.00
Residential	Residential	Accessory Structure	41	\$780,590.00
		Mixed Use	31	\$286,036,318.00
		Multi-Family	58	\$25,399,905.00
		Residential	105	\$25,820,613.00
		Single Family	786	\$59,385,501.00
		Two Family	176	\$12,134,269.00
Residential Total			1197	\$409,557,196.00
Grand Total			1527	\$498,515,608.00




## IV. 336 Decatur

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### III. 336 Decatur

#### Status Quo




This is a prominently located vacant lot bound by Decatur, Conti and S. Peters streets. This lot has been either underdeveloped or vacant for numerous years. There have been many proposals to develop this lot going back to at least 1990, when the current Vieux Carré Commission (VCC) report began. This unusually small and oddly shaped lot has proven difficult to develop in an appropriate and fiscally positive manner.



### III. 336 Decatur

#### Scope




Although a similar proposal was conceptually approved at the end of 2017, this proposal was withdrawn by the applicant prior to final permitting. A new applicant resumed the review process, but changed the program to such a degree that additional review was required by the VCC and Architectural Committee (AC).

The current proposal is for a three-story casual restaurant with outdoor gallery seating and a quasi-open roof terrace. After three requests for revisions, the current proposal is set to return to the AC for a final review. It is expected to be forwarded to the VCC with a recommendation of conceptual approval. Depending on the quality of construction documents provided by the applicant, VCC is optimistic that construction on this project could be underway shortly.



### III. 336 Decatur

#### Improvement/Why It Matters



Vacant lots are unusual in the densely developed French Quarter. As a small non-contributing c.1920s service station building was demolished to make way for the previous, uncompleted proposal, the VCC is eager to see this construction under way. Currently, this highly visible site is surrounded by an unsightly construction fence. The exposed blank masonry wall, which will constitute a party wall for the new construction, is open to the elements, which is not a desirable condition. A new casual restaurant at this important corner will be a very positive development for the upper French Quarter.



## V. VCC Statistics

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## IV. VCC Statistics

### Status Quo



Number of Permits Issued from 5/7/18 to present

Permit Type	Column Labels Commercial
VCC General Work	1,443
VCC Paint	448
VCC Sign	159
<b>Grand Total</b>	<b>2,050</b>



## IV. VCC Statistics

### Scope

#### Permit Review Statistics from 5/7/18 to Present

Permit Type	Column Labels	
	Commercial	
Staff review only	1,508	74%
Architectural Committee required	408	20%
VCC & AC required	133	6%
VCC only required	1	.05%
<b>Grand Total</b>	<b>2,050</b>	

When applications are submitted for work within the Vieux Carré, VCC staff determines whether the permit can be issued by staff or if the application must be forwarded to the Architectural Committee (AC) and or full commission (VCC) for further review, based on the type and scope of work as defined in the VCC design guidelines. As indicated, the vast majority of permits are issued by the staff without the need for further review.



## IV. VCC Statistics

### Improvement/Why It Matters



VCC staff and AC members work to ensure that the permitting process is both transparent and predictable. Understanding that lengthy reviews can be detrimental to an applicant's timeline and budget, attention is paid to ensure that there are no unnecessary delays. Statistics indicate that most permits applications pass through the VCC in a matter of days.



## **VI. Equipment Maintenance Division (EMD) Hiring Initiative**

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## V. EMD Hiring Initiative

### Status Quo




Prior to May 2018, the Equipment Maintenance Division (EMD) had eight mechanics servicing the City's 2,500 vehicles and pieces of equipment. In-house repairs took as long as 68 days to complete, and over 40% of vehicle repairs were outsourced to third-party vendors. From Jan.-May 2018, the City spend nearly \$75,000 on outsourced repairs.



## V. EMD Hiring Initiative

### Scope



The EMD aimed to recruit six new mechanics by EOY 2018 to reduce the number of vehicles sent to third-party vendors. Specifically, EMD recruited mechanics who were certified in repairing heavy and specialized equipment (including ambulances, street sweepers and dump trucks).



## V. EMD Hiring Initiative

### Improvement/Why It Matters



The EMD has been able to hire two mechanics since May 2018. The addition of these two mechanics alone has saved the City over \$10,000. Many repairs that were previously outsourced are now kept in-house. Additionally, the in-house turnaround time to repair vehicles has been reduced to less than 30 days for major repairs.



## **VII. Land Use -- Working Development Group**

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## VI. Land Use -- Working Development Group

### Status Quo




Several different City agencies are involved in or can potentially be involved in development projects, many times reviewing different aspects of the same project. Land Use developed the Development Working Group to identify opportunities and obstacles that were not always obvious to each of the agencies in isolation. The working group is composed of all regulatory and developmental agencies of the City, as well as key operations agencies, whose mission and duties may impact the development projects in the City.



## VI. Land Use -- Working Development Group

### Scope



The working group meets the first Friday of every month, and agenda items are presented by the respective departments. The members represent and share governmental, community and industry member feedback with each other and the developer during meetings. The members lend subject-matter expertise to identify ambitious, cost effective and needed valuable priorities throughout the municipality. Members identify and propose new best practices or procedural changes to identify and reduce bottlenecks. This group also identifies opportunities and recommendations that will advance social and economic parameters to include job creation, social justice impacts and environmental gains. Most importantly, the group facilitates development in a predictable and uniform way. The working group can also assist in informing developers of the economic incentives the City may offer, which along with the regulatory input, should provide a developer with all the information needed to execute a successful project in the City of New Orleans.



## VI. Land Use -- Working Development Group

### Improvement/Why It Matters



The working group reviews projects being proposed in the city of New Orleans with all relevant agencies at the table and identifies nexuses of combined opportunities between these government entities. This direct communication between entities prior to permitting municipal projects and development requests allows the City to maximize local economic impact through the creation of employment opportunities, adoption of resilient infrastructure and providing benefits to the local community. For developers, this offers an early opportunity to map out the critical path of their project by reducing regulatory delays, because potential delays are identified early. This format also informs the different City agencies of development in the City, which can be better used to identify projects wherein the City might provide incentives.

